

# INTERVIEW EVALUATION FORM—LIBRARY AIDE

Applicant's Name:

Interview Date:

Time:

Interviewers:

**Score each response on a scale from 1 to 5 based on the following descriptions:**

Low (1) — Applicant didn't provide example, answer questions or demonstrate command of skills

Average (3) — Applicant provided a somewhat detailed example but was vague in describing the circumstances or actions.

High (5) — Applicant provided a detailed example of a situation or description that highlighted sound experience or skills.

1	2	3	4	5	NOTES	
					How does this position fit into your career or life plans?	
					Please tell me about a device you've had experience with. What are your favorite features?	
					When assisting a patron, you type something into the computer, and the screen that appears isn't what you expected. How do you handle that?	
					Imagine assisting a patron locked out of an email account because he or she can't remember the password. How would you talk them through the process of regaining access?	
					Picture yourself working with one of the library's digital download services for an extended time, and then you're told we've changed systems. What steps would you take to adapt to the new system?	
					Explain your preparation process for this interview. What did you learn about the library?	
					We serve patrons of all ages everyday. What is your favorite age group to work with, and why?	
					If a patron asks you for a book they've heard about, but they're not sure about the author's name or even the title, how would you proceed?	
					Give me an example of a time you and a coworker didn't get along. How did you handle that situation?	
					Provide an example of a bad customer service experience, either as a customer or the service provider.	
					What kinds of activities help recharge you?	
					It's important to know how to give change during a money transaction. If a patron has a \$7.75 fine, and the patron hands you a \$20 bill, what change would you hand back?	

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					Tell us about a work situation where you had to use your own judgment instead of following the procedures you were taught.	
					We use the Dewey Decimal System. Please take these cards and place them in shelf order.	
					Why are you the best candidate for the job? What would any of your employers say is your best quality?	
					What would you like to tell us about yourself that we haven't asked about?	
					Do you have any questions?	
					<b>Interview Appearance and Behavior</b>	
					Articulate	
					Body Language	
					Energy/Enthusiasm	
					Appropriate Dress	

Recommended for Hire?

Yes

No

Maybe

2nd Interview